



The Loan Arrangers

Team Roster

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Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2 –2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	74	75			
	Other survey					
EMPLOYEE SATISFACTION		4.00	3.94			
UNIT COST TARGET	Your Portion		\$0.33		\$0.24	
	Other					

Contributions

Status

1. Increase the number of lenders using EFT by 100% by FYE2002.
Affects all above
2. Process loan consolidations in 45 days or less by FYE2002.
Affects CS & ES
3. Increase the number of loan consolidation applications filed electronically from 73% to 80% of total applications by FYE 2002.
Affects all above